

Job Description

Management Grouping:	Adult Social care
Team:	Reablement Team
Post Title:	Reablement Co-ordinator
Reporting to:	Reablement Team Manager

Functional links with:

Internal: Liaise and work closely with other professional colleagues within the multi-disciplinary team. Form links with health partners e.g. formal carers, social care staff, hospital staff and other allied health professionals.

External: Liaise with Bexley Council staff and any other external agencies to provide appropriate services to clients.

Main purpose of the job:

- To assist in the co-ordination of the day to day business support running of Reablement Service.
- Act as a point of contact for the Reablement service, picking up enquiries and messages, referring to the appropriate member of staff without referral to the line manager where possible, ensuring queries are dealt with professionally and within acceptable timescales
- Ensuring all relevant information relating to client referrals and outcomes are updated onto relevant databases and spreadsheets.
- To work collaboratively with hospital staff and other health/social care professionals in facilitating timely and effective discharge of patients from hospital.

Major Duties and Responsibilities:

Clinical / Case work:

- To assist in the implementation and co-ordination of individual reablement plans in conjunction with professional colleagues, providing continual support and advice where appropriate.
- To act as key contact for reablement carers to assist with communication between Social Care staff and Reablement Providers.
- Assist and support other professional colleagues, by undertaking specific tasks when requested by a supervisor.

Skills

- Excellent organisational and multitasking skills
- Strong communication abilities, both written and verbal
- Proficiency in Microsoft Office (Outlook, Word, Excel, Teams) and other office software
- Ability to work independently and as part of a team, with a proactive attitude and a passion for problem-solving
- A positive, can-do mindset with a commitment to delivering high quality work

Leadership

- To co-ordinate the smooth running of the reablement service including monitoring and actioning of all communication hours used and informing managers when maximum hours are about to be reached.
- Participate in regular supervision and the social care appraisal scheme.
- Take responsibility for own personal development, by undertaking appropriate activities to ensure knowledge and skills are kept up to date, including attending in-service education programmes, portfolio keeping and reflective practice.
- Participate pro-actively in team and organisational meetings.

Communication

- Timely communication and actioning correspondence with colleagues team, care agencies and other partners.
- Maintain accurate and relevant records, in accordance with Bexley Council Policy, using IT when required.
- Establish a good working relationship with Reablement Provider Organisations.
- Communicate efficiently with manager, social care and Health care staff, service users and carers.
- Respond to changes in legislation and policies, and implement as directed by senior managers.
- Contribute to service development by providing information and ideas for future services.

Personal Development

- To take an active responsibility in identifying appropriate learning and training required and contribute to your Personal Development Plan (PDP).
- To undertake identified training to ensure competence to carry out tasks required for current position and develop professional competencies i.e. Trusted Assessor Training (B Tec), NVQ Level III

Health And Safety

- Be conversant with current moving and handling regulations and guidelines.
- Practice good infection control in accordance with Bexley Care Trust policy and guidelines.
- Follow Social Care Service personal safety guidelines.

Resources:

- Any other duties as required.

All staff working in the department have a responsibility for promoting and supporting the Council's policies and procedures for safeguarding. You should ensure that you carry out your duties and work at all times in a way that ensures the safeguarding and welfare of service users.

Person Specification

Management Grouping: Adult Social care

Team: Reablement Team

Post Title: Reablement Co-ordinator

2

Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (A/I/T)*
<p>(a) <u>Education and Formal Training</u></p> <p>A levels or an i.e. NVQ Level II In Care or related subject would be an advantage</p>	E	A/I
<p>(b) <u>Experience and Knowledge</u></p> <p>Substantial paid or voluntary experience of working with older people, adults with disabilities and carers</p> <p>Experience of working in a rehabilitation/ reablement setting.</p> <p>Experience of dealing with members of the public in context of Health or Social Care</p>	<p>E</p> <p>D</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>

(c) <u>Skills and Abilities</u>		
An understanding of the needs of older people and or people with disabilities	E	I I I
An understanding of the effects of aging	D	A/I
An understanding of basic disabling conditions	D	A/I
Skills in observing and listening	D	I
Ability to teach practical skills	D	
Ability to work in a community setting, respecting the privacy of people's homes.	E	A/I A/I
Good communication and negotiating skills	E	A/I
IT competent in Excel, Outlook and Word	E	
Ability to move around the borough including visiting council offices and clients homes if required.	E	

***Selection Method key:**

I = Interview

A = Application Form

AT = Ability Test High

Performance Indicators

Post Title: Reablement Co-ordinator	Job Family: Customer Facing	Grade: BEXLEY 06
--	--	-----------------------------------

Core Behaviour	Level	Description
3		
Change and Innovation	A	I welcome change I am willing to implement new ways of working I respond flexibly to changing demands I am open to new information and ideas I am willing to question existing practice
Communicating and Influencing	B	I present facts and ideas clearly I collate and interpret detailed information I adapt my style to the audience and their needs I formulate proposals and make recommendations based on research I convey excitement and enthusiasm

Achievement, Drive and Ownership	B	<p>I take personal responsibility for dealing with issues or problems</p> <p>I measure and track my performance against identified goals</p> <p>I take opportunities to develop myself</p> <p>I show persistence in overcoming obstacles</p> <p>I balance competing demands on my time</p>
Customer Orientation	B	<p>I monitor customer feedback and level of satisfaction with the service they receive</p> <p>I make myself available to customers, ensuring they know how to contact me</p> <p>I take responsibility for correcting customer concerns promptly, without judging others</p> <p>I offer ideas to enhance the development of customer centred services / solutions</p> <p>I seek to build and maintain positive relationships with customers</p>
Partnership Building	A	<p>I recognise the different partners involved in my work</p> <p>I work towards a win – win solution</p> <p>I show respect for others and value their contributions</p> <p>I build relationships that generate mutual trust and peace of mind</p> <p>I share relevant ideas and information with others</p> <p>I co-operate with others in achieving targets set for the service or organisation</p>
Leadership	A	<p>I ensure individuals / teams understand their role, objectives and how they fit in with broader organisational goals</p> <p>I keep the team informed about what is happening</p>
		<p>I explain the reasons for decisions</p> <p>I monitor performance standards, and take action as appropriate</p>

4

Political Awareness	A	<p>I understand the formal structure and roles of Members and officers</p> <p>I understand and comply with rules, regulations and policies including political protocols and the political agenda</p> <p>My personal actions promote positive images of Bexley</p>
Breakthrough Thinking	A	<p>I identify potential problems or issues through recognising simple patterns in information, or through cause and effect</p> <p>I make decisions and address issues based on analysis of available information</p> <p>I recognise the importance level of a decision, and ask for additional advice and support when necessary</p>
Using Technology	A	<p>I use relevant technologies to my role</p>

Professional Knowledge	B	I am independently able to perform some areas of my own professional specialism I have sufficient knowledge of my own area to guide others
Understanding Regulatory Requirements	B	I understand Bexley policy and procedures, and relevant external regulations

Your application will be assessed against these criteria and performance indicators throughout the recruitment process.

Act as main point of contact for the designated teams, assessing telephone enquiries and messages, investigating complex queries and simple complaints, referring to the appropriate member of staff without referral to the line manager where possible, ensuring queries are dealt with professionally and within acceptable timescales